

Privacy statement Bio Trading Company

1. Preface

When you contact us, you share your personal information with us. You often pass this on yourself, so we can answer a pressing question or we can keep you informed of the latest developments. But sometimes you also pass on information without actually sending it to us (e.g. via cookies). In this privacy statement we like to explain what information we collect from you, why we need it, what we do with it and what rights you have. In short; how do we deal with your personal data and privacy?

1.1. What are personal data?

Personal data covers everything that we can see or by which we can find out that it is you. These are direct personal data, such as your name, e-mail address, home address and telephone number, as well as information that makes it easy to find out that certain data or actions belong to you, such as your IP address. When you fill out a form on the website, register for a newsletter or even when you only visit our website, you provide us with your personal data.

1.2. Who processes your personal data?

This privacy statement applies to all data processed by Bio Trading Company or where Bio Trading Company is responsible for the processing. Below you will find our company and contact details. This way you can reach us at any time if you have questions about the processing of your personal data by us.

Address:

van leeuwenhoekstraat 33
3846 CA HARDERWIJK

Contact details:

T. +31 (0)85 - 30 33 428
E. info@biotradingcompany.nl
KVK: 32135498

2. What do we use your personal data for?

We are happy to explain for each form separately what information we ask of you, why we ask it, what we do with it and where and how we store your data.

2.1. Contact form

Sometimes you want to contact us and a contact form is available on the website of Bio Trading Company. To answer your question as good as possible, we need a number of personal details from you.

2.1.1. Which data do we process?

In the contact form we ask you to fill in your **name**, **e-mail address** and **telephone number** and to formulate a **message**.

2.1.2. Why do we process this data?

We ask for your name so that we know who we are in contact with. This makes a conversation pleasant and easy. We answer most questions by e-mail. In order to send you an answer to your question, we therefore need an e-mail address. If you prefer to contact us by telephone, then entering a telephone number is optional. To answer your question or respond to a comment, we ask you to formulate it in the contact form. This way we can prepare ourselves well and help you as good and efficiently as possible.

When you fill in the contact form and provide the above mentioned data to us, you give permission to use it for maintaining contact. We do not use the information that you entrust to us via the contact form for any other purpose than for answering your question. Bio Trading Company never sells personal data to third parties.

2.1.3. Where do we store your data?

When you fill out the contact form, you give us permission to store it in our mailbox (this is where we receive the contact forms).

2.1.4. How long do we keep your data?

De persoonsgegevens die je aan ons verstrekt via het contactformulier gebruiken we alleen om contact met je te onderhouden. Nadat de communicatie is beëindigd, verwijderen we alle persoonsgegevens. Als je wilt dat we deze gegevens (eerder) wissen; stuur ons dan een verzoek, dan doen we dit uiteraard.

The personal information you provide to us via the contact form is only used to maintain contact with you. After the communication has ended, we delete all personal data. If you want us to erase this data (earlier); send us a request and we will remove the data immediately.

2.2. Cookies

2.2.1. Google Analytics

To get a good idea of the way in which biotradingcompany.nl visitors use the website, we use the data analysis program Google Analytics. Google Analytics cookies are placed for this. In order to ensure that we can optimally guarantee your privacy, an agreement has been made with Google (based in the United States). The collected data are also anonymous by making the last octet of your IP address invisible. In this way, usage history can no longer be traced back to you as an individual. The 'Share data with Google' setting is also turned off, which means Google no longer has permission to use your data for its own processing purposes. We also do not use other Google services in combination with Google Analytics cookies.

3. What are your rights?

3.1. View, modify, delete or transfer your data

At all times you have the right to see what information we have about you. As soon as you inform us that you want to view your details, we will provide them **within 30 days**. You also have the right to have your personal details changed by Bio Trading Company or to have them removed completely. To change or delete your data, the same period applies as for viewing the data, namely **within 30 days**.

Are you an active customer of Bio Trading Company? In that case we need your data for the execution of our agreement and we can not (yet) delete it.

You have the right to receive your personal information from us so that you can easily transfer it to another organization. You can also ask us to transfer the information directly to a third party. This only applies to data for which you have given us permission and data that are required to execute an agreement.

3.2. Withdraw consent to processing personal data?

When you contact Bio Trading Company as described in article 2 of this privacy statement, you give permission to perform certain actions and to store personal data (in some cases) as well. You can also withdraw this permission at any time. If you want to withdraw your consent, you can let us know by telephone or in writing. The contact details can be found in section 1.2.

3.3. File a complaint

If you do not agree with the way in which Bio Trading Company handles the processing of your personal data, you can file a complaint with us. If we do not agree with each other, you have the right to file a complaint with the [Autoriteit Persoonsgegevens](#)